

Job Description

Job title:	CEIAG Advisor		
Department:	Learning, Coaching & Advice		
Job Family:	Operational Specialist		
Location:	Various		
Reports to:	Quality Manager		
Salary Point*:	4 to 6	Hay Points	252
Evaluated date*:	November 2025 / updated July 2026		
Hours / week:	30 hours per week, term time only		
Status:	Permanent		
DBS:	Enhanced with child barring		
Supervisory responsibilities	None		
Job Shares will be considered for this post	No		
This position requires travel around the county and the ability to work flexible hours.			Occasionally and only with prior discussion

**To be completed by HR after evaluation has taken place*

Overall Job Purpose:

A brief statement about the main objectives of the post

Realise Futures operates as a hybrid company combining commercial trade with personal & government funded public services. Our aim is to create opportunities for people to succeed in work, learning and life through three company departments, Learning, Coaching and Advice, Employment and RF Works.

The CEIAG role sits within the Learning, Coaching and Advice department which provides government funded, first rung learning opportunities to adults facing economic, educational and social disadvantages.

The post holder will be responsible for delivering CEIAG sessions to groups and individuals 1:1, both in a classroom setting and via online platforms.

The postholder will be responsible for existing staff CEIAG updates and training new staff where relevant.

The postholder will be confident and experienced in working autonomously as the sole CEIAG Advisor for the company

Realise Futures CIC

Registered Office: Realise Futures, Lovetofts Drive, Ipswich, IP1 5NZ

01473 242500

info@realisefutures.org

www.realisefutures.org

Registered No 7828443 England and Wales

It is essential that the post holder has been working in a similar background. The post holder is required to fulfil a range of CEIAG and administrative duties that support the efficient delivery of contracts across Suffolk.

Main Duties and Responsibilities:

A brief description of the most important tasks of the post

Managing Relationships

Develop and maintain relationships with all stakeholders and partners, utilising high quality customer service and adhering to Realise Futures values of respect, positivity, trust and integrity.

Working closely and efficiently alongside the Tutor team, to manage and coordinate the CEIAG in line with targets and the CEIAG strategy.

To ensure CEIAG delivery is current and relevant to specific learner cohorts.

Work as a proactive and reliable member of a team being flexible with workload.

Systems, Standards & Compliance

To ensure that advice given supports equality & diversity and complies with all relevant policies, legislation and quality standards (e.g. Matrix and Ofsted's common inspection framework).

Ensure all company process, systems and standards are met that will include Health & Safety, Safeguarding and Data Protection during delivery of CEIAG sessions.

Process documentation within required deadlines and GDPR regulations.

To ensure CEIAG delivery documentation is reviewed regularly and is accurate, informed, updated, inclusive and relevant for the target audience.

To ensure Learner and delivery records are maintained and regularly evaluated to inform quality checks and reports.

Supporting, Advising & Guiding

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Liaise with key contacts across the Adult Learning contract in Suffolk to arrange delivery of CEIAG sessions to groups of learners.

Provide careers, education, information, advice and guidance that supports learners make informed choices that meet their needs in 1-1 and group sessions.

Administrating and ICT

Support the Quality Manager to produce and input data and statistical information relating to CEIAG sessions across the Adult Learning contract.

Research careers, education, information, advice and guidance resources and materials appropriate to learner's and community needs and to keep the LMI page up to date every month on local learning and work opportunities.

1. Know-How:

Know-how is defined as the sum of every kind of knowledge, skill, and experience required for standard acceptable performance in a role. Forward planning is concerned with the complexity of the planning required in the role, the time span that planning has to take place over i.e. how far does the job holder have to plan ahead and the scope of the planning, i.e. one department, a division or across the whole company. Communication is concerned with whether or not the job holder has to merely communicate with or influence others and the levels to which the role requires them to do so.

The skills, expertise, and training required for the job are:-

- Knowledge of Microsoft packages e.g. Word, Excel, Outlook, PowerPoint, Teams and capability to enter data and search for information on a database.
- Attention to detail which can be successfully demonstrated in the ability to proof-read documents & identify data discrepancies.
- Demonstrable ability to follow established guidelines (particularly regarding strict funding rules and learner eligibility requirements).
- Knowledge of confidentiality and awareness of GDPR requirements in the workplace.
- Knowledge and understanding of working with individuals with a variety of disabilities.

Specific qualifications or training essential to the job are:-

- Good level of general education with a Level 2 in English and Mathematics
- Level 4 Information, Advice and Guidance and experience of working in a similar background
- AET Level 3 - desirable

The amount of forward planning required in the job is:-

- High - Experience of successful operational planning and short-term projects.

	The type of communication and interaction needed in the job is • Professional telephone manner and ability to communicate with people at all levels face-to-face and via email • A positive, flexible attitude to working both in a customer-facing role and within a team environment. • Confidence in dealing with emotionally challenging situations
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2. Problem-Solving: <i>Problem solving is concerned with the levels of autonomous thinking required in the role for analysing, creating, reasoning and arriving at conclusions. Consider the job holder's freedom to think and the amount of guidance available and the level to which constraints exist as to how problems may be resolved, i.e. levels of supervision / direction and processes or procedures that dictate the way in which a task is to be performed. Also consider the scope of the thinking required in the role, i.e. is there a clear right or wrong answer or is an element of judgement required.</i>	The level of analysis, evaluation and problem solving required in the job are: - Medium • Ability to plan daily workload, as directed by the Quality Manager • Reactive support to day-to-day issues that will usually be guided by established processes/protocols. • Creative, knowledgeable problem solving and resolution of individuals issues and concerns to satisfactory outcomes. The level of creativity and/or original thought to resolve issues is: - High • The post holder will have opportunities to actively contribute to the continuous improvement of service delivery. • Understanding of signposting and onward referrals to support individuals' needs at the time of intervention and brief support if required there afterwards.
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3. Accountability: <i>The freedom to take decisions is influenced by the presence or absence of constraints such as managers, processes and procedures and guidance. The nature of impact is concerned with the extent to which the role directly impacts on end results whilst the magnitude of impact considers how much of the organisation is affected by the</i>	The amount of freedom to take decisions in the job is:- Medium: • Most decisions will be guided/directed although it is recognised that initiative will need to be employed when dealing with learners face-to-face. Nature of impact:- • Accurate recording and safe storage of information is an essential element. Magnitude of impact:-
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<i>job holder's accomplishment of the job's basic purpose.</i>	The adult learning service constitutes one third of the company's revenue. Whilst there is an impact on successful achievement of aims, should the post holder not carry out own work efficiently it is mitigated through detailed guidelines and under the direction of management.
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These duties and responsibilities are indicative and not exhaustive. We may make adjustments from time to time to reflect the changing needs of the organisation. We may require you to carry out reasonable alternatives within the character of your post. We expect you to adopt a flexible approach to your role but will consult you about significant changes.

D 1 2 (152) D 3 (43) D 1 C (57) Total Hay Points: 252

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